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BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

BID ENQUIRY NO.

BESCOM/2025-26/SE0249

BIDDING DOCUMENTS

FOR

INVITATION FOR BID

Availing Services to the BESCOM Customer Helpline Centre located at Centre of Excellence, HSR layout, Bengaluru on turnkey basis.

ISSUED BY

The General Manager (Elec.), Tel: 080 22251927
Customer Relation, BESCOM
Corporate Office,
K.R. Circle,
Bengaluru: 560 001.

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BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

SECTION-I - IFB

INVITATION FOR BID

1.0 INTRODUCTION;

1.1 Bangalore Electricity Supply Company limited hereinafter referred to as BESCOM, a Government of Karnataka undertaking is responsible for the distribution of Electricity within the State of Karnataka (8 districts). As provided in the Electricity (Rights of Consumers) Rules 2020 issued by GOI in the Gazette notification dated 31.12.2020, the distribution licensee should establish a centralised 24x7 toll-free call centre for Consumer Services, for providing common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply etc.

1.2 The distribution licensee should endeavour to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics. The CRM shall have facilities for SMS, email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc., online status tracking and auto escalation to higher level, if services are not provided within the specified time period.

1.3 To comply these requirements, BESCOM has established centralised 24x7 Customer Helpline and Control Room at Centre of Excellence, HSR layout, BESCOM and the toll free number of helpline is 1912. The Helpline and Control Room mainly deals with the redressal of consumer complaints, complaints are being registered, monitored & speedily resolved on 24x7 basis within the timeline stipulated by Hon’ble KERC. The contract awarded for 100 Seater helpline and BMAZ area Control Room is completed on 28.02.2025. The contract awarded for BRAZ and

CTAZ area Control Room is in operation in the private premises and will be completing on 06.03.2026. In view of increased inbound calls, it is proposed to enhance the existing 100 seater Helpline Centre to the 114 seater capacity and the existing 28 seater Control Room to 32 seater capacity.

1.4 The General Manager (Elec.,), Customer Relation, Corporate Office, BESCOM, 4th Floor, K.R. Circle, Bengaluru-560 001 on behalf of BESCOM invites offers through Karnataka Public Procurement Portal (https://kppp.karnataka.gov.in) in two Parts (Techno-Commercial Bid and Price bid) from eligible bidders for the **"Availing Services to the BESCOM Customer Helpline Centre located at Centre of Excellence, HSR layout, Bengaluru on turnkey basis"** for a period of two years and the Contract may be extended at the discretion of BESCOM for further period of another one year based on the performance of the agency on mutually agreed terms and conditions, if BESCOM desires so. The details of bid enquiry and calendar of events and other details are as follows;

1. Enquiry No.	**BESCOM/2025-26/SE0249**
2. Tender processing fee	**Refer Karnataka Public Procurement Portal website**
3. Earnest Money Deposit	**Refer Clause No. 4.0**
4. Bid documents available from	**19.09.2025 onwards**
5. Due date for submission of Bids	**21.10.2025 @ 16:45 Hrs**
6. Tender System	**Three tender document system**
7. (a) Date of opening of Pre-Qualification bid (b) Date of opening of Technical bid c) Date of opening of Price Bid	a) 23.10.2025 @ 15:45 Hrs b) 10.11.2025 @ 13:15 Hrs c) Will be opened in Karnataka Public Procurement Portal after completion of Techno commercial bid evaluation.

8. Name of the Work	"Availing Services to the BESCOM **Customer Helpline Centre** located at Centre of Excellence, HSR layout, Bengaluru on turnkey basis"
9. Period of Contract	For a period of two years and the Contract may be extended at the discretion of BESCOM for further period of another one year based on the performance of the agency on mutually agreed terms and conditions, if BESCOM desires.
10. Price Bid	The Bidder shall quote the lump sum price on the amount put to tender in the Karnataka Public Procurement Portal.
11. Aprox*.* Amount put to tender	**Rs. 50.73 Crores**

1.5 Project / Tender Description:

This project / tender facilitates to improve the quality of service to the consumers and acts as a communication medium between the Consumers and BESCOM, the consumers can lodge their complaints related to power supply issues using toll free number 1912.The helpline Executives register the complaints and issue the docket number, transfer the registered complaint to the Consumer / Service Centre / field officials/ offices. The Control Room Executives access the docket, track and follow up the complaint with field officials and close complaint / docket.

1.6 Nature of Complaints:

The consumers can lodge their complaints related to power supply issues such as Failure of Power supply, Voltage Complaints, Meter Complaints, Billing Issues, Safety issues, TC Failure Complaints, Theft, Allegations on staff, New connection / Additional load, Phase conversion, Transfer of ownership and Conversion, `Refund of deposit /Certificates, TC Issues and General complaints i.e., any complaints not covered specifically in any of the category.

1.7 **Objective of the Project / Tender:**

A channel for the consumers to report their complaints / problems related to power supply, thereby it facilitates to attend the complaints / problems within the timeline stipulated by the Hon'ble KERC, which results to improve the reliability and quality of power supply due to reduction in duration of interruptions. It also helps in reporting the accidents / natural calamities like wind, rain, storm etc., thereby facilitates to take corrective action as needed.

1.8 **Project / Tender Benefits:**

In this tender following benefits can be reaped;

i. Consumer satisfaction.

ii. Better quality and reliability of power supply to the consumers

iii. Compliance to the directives issued by the Hon'ble KERC

iv. Compliance to the Electricity (Rights of Consumers) Rules 2020 issued by GOI in the Gazette notification dated 31.12.2020.

1.9 Scope of Work:

The Scope of the work/service under this tender is "**Availing Services to the BESCOM Customer Helpline Centre located at Centre of Excellence, HSR layout, Bengaluru on turnkey basis"** which includes providing necessary qualified Customer Support Executives, Team Leaders and Team Managers, arranging Transportation and Refreshments to the deployed staff, providing Training, Uniform cloths, ID cards, Recruitment, Administration etc., to the staff employed for discharging the helpline / control room activities on single source responsibility / turnkey basis and ensuring smooth functioning of Helpline centre / Control Room.

The salient features of the scope include, but not limited to the following:

i. Overall Project Management, Coordination.

ii. The Bidder shall deploy below staff to provide the services of centralised 24x7 toll-free Helpline;

Sl. No.	Designation	Regular Staff in Nos.	Additional man power to	Total Quantity in Nos.

			compensate weekly off (Buffer Staff) in Nos.	**including Additional man power to compensate weekly off (Buffer Staff)**
1	Customer Support Executives	342	89	431
2	Team Leaders	21	6	27
3	Team Managers	3	1	4

iii. The present requirement of Regular and Buffer staff is as above, which may either increase or decrease depending on the site condition adhering to the provisions of KTPP Act, accordingly the successful Bidder shall deploy the staff.

iv. The successful Bidder shall offer above designated staff for selection at the ratio of 1:2 and BESCOM will select them [i.e, twice the no. of staff shall be offered out of which required persons will be selected by BESCOM]

v. The staff deployed by the successful Bidder shall work in three shifts and the working hour for the Customer Support Executives, Team Leaders and Team Managers are as follows;

a) **First Shift:**114Nos. of Customer Support Executives + 7 Nos.of Team Leaders + 1 No. of Team Manager – from 6.00AM to 2.00PM.
b) **Second Shift:**114Nos. of Customer Support Executives + 7 Nos. of Team Leaders + 1 No. of Team Manager – from 2.00PM to 10.00PM.
c) **Third Shift:**114Nos. Customer Support Executives + 7 Nos. Team Leaders + 1 No. Team Manager - from 10.00PM to 6.00AM.

vi. The successful Bidder shall keep buffer staff of 89 Nos. Customer Support Executives, 6 Nos. of Team Leaders and 1 No. of Team Manager to compensate weekly off or any kind of leave availed by the regular staff working in any shift.

vii. The qualification and experience of the staff deployed by the successful Bidder shall be as follows;

a) **Customer support Executive**: Should be a Degree Graduate in any discipline.
b) **Team Leader:** Should be a Degree Graduate in any discipline with 5 Years of experience in call center / BPO or MBA Degree with minimum 3 years' experience in call center / BPO.
c) Team Manager: Should be a Degree Graduate in any discipline and MBA with minimum 5 years' experience in call center / BPO

viii. The Duties of Staff deployed by the successful Bidder shall be as follows;

a) The Bidder shall provide 431 Nos. Customer Support Executives (CSE) (114 Nos. in first shift, 114 Nos. in second shift, 114 Nos. in third shift and 89 Nos. as additional man power / Buffer Staff to compensate weekly off / leave availed by any of the CSE) for receiving / closure of complaints received from the Consumers. The engaged manpower personnel have to work in shifts round the clock

b) The Customer Support Executives receives the complaints over phone / E-mail, Facebook / WhatsApp / Twitter/ BESCOM Mithra etc., and issue the docket numbers to the consumers, after registering the complaints through on-line application by collecting required details like Consumer name, address, RR number, contact number and nature of complaint.

c) Also, few Customer Support Executives have to speak to Consumers (on random basis) to check the randomly closed complaint dockets to get it confirmed, whether the complaint is attended or not by the field officers. The Customer Support Executives have to monitor all the complaints registered through SMS, Online, E-mail, Facebook, WhatsApp, Twitter, BESCOM Mithra and any other modes of complaints and take necessary action for the closure of complaints.

d) The Bidder shall provide 27 Team Leaders (7 Nos. in first shift, 7 Nos. in second shift, 7 Nos in third shift and 6 Nos. as additional Man Power / Buffer Staff to compensate weekly off / leave availed by any of the TL). The Team Leaders have to manage the activities

of the Helpline Centre and generate various MIS reports indicating the number of complaints, nature of complaints received, complaints attended, complaint pending and reasons for not attending the complaints (Section/Sub-Division/Division/Circle/ Zone Wise) and other works assigned by the BESCOM officers.

e) The Bidder shall provide 04 Team Managers (01 No. in first shift, 01 No. in Second shift, 01 No. in third shift and 01 No. as additional man power / Buffer Staff to compensate weekly off / leave availed by any of the TM). The Team Manager, who will be answerable to the BESCOM regarding the activities of the Helpline Centre i.e., the team Manager has to supervise and monitor all the activities of Helpline Centre and take necessary action till closure of the complaints as per KERC norms in co-ordination with TLs & CSEs and to co-ordinate TLs and CSEs.

f) The Engaged Manpower i.e., the Customer Support Executives, Team Leaders and Team Managers have to work in shifts round the clock on 24x7 basis and also deliver other works assigned by the BESCOM officers.

ix. The Responsibilities of Customer Support Executives (CSE) to be deployed by the successful Bidder shall be as follows;

1. Manage large amounts of inbound calls in a timely manner. Season wise complaints being received in the helpline are as follows;
   a. Winter season approx. **18,000 – 20,000/Day** Average calls
   b. Summer season approx. **23,000 – 25,000/Day** Average calls
   c. Rainy season approx. **25,000 – 27,000/Day** Average calls

2. Handling of E-mail, Facebook, SMS, Twitter and Whatsapp complaints and complaints made / registered in any other modes. The approximate complaints being received in the Social Media are as follows;
   a. Emails appox. **500 - 650/Day**
   b. Facebook/Twitter approx. **600 - 800/Day**
   c. BESCOM Mitra Mobile App approx. **175 - 250/Day**

d. WhatsApp approx. **400 - 500/Day**

3. The above number of inbound calls / complaints are only indicative numbers, these calls / complaints may increase abnormally during the execution of contract and the staff deployed shall be capable to handle such situations.

4. Register the complaints and provide the docket numbers/updates to consumer complaints and requests by identifying customer needs, clarifications issues, trying to provide solutions/alternatives.

5. On top priority Safety and Major Interruptions complaints has to be brought to notice of Team Leaders and Team Managers.

6. Important complaints or updates have to be brought to notice of Team Leaders, Team Manager and BESCOM Shift In-charge, like VIPs in report issues.

7. Prepare and update MIS reports of complaints registered on hourly, daily and monthly basis and send 'Every Two Hours Category 'A' Complaints' to the concerned officers.

8. Reading Newspaper to search the Energy Department, Power Sector and BESCOM related NEWS, preparing GIST of paper clippings.

9. Any NEWS related to Energy Department/BESCOM displaying on TV channels need to be brought to notice of TLs / TMs / BESCOM Shift in-Charge.

10. Send 'Daily Status of Complaints Report' to all the BESCOM Official with-in prescribed time.

11. Follow-up of Cumulative complaints on daily/category basis.
12. Any other works assigned by Team Leaders/Team Managers.
13. Any other works assigned by BESCOM Officers/ Staff at Helpline

x. The Responsibilities of Team Leaders (TL) to be deployed by the successful Bidder shall be as follows;

1. Taking charge of the shift from previous shift, updates and interruption details.

2. Handling customer's issues, escalations call/complaints and follow up of the problems/complaints with concerned department officials. approx. 50-60 Escalation calls/TL/Shift

3. Bring Safety and major interruption complaints on Top Priority to Team Manager, Shift In-charge and concerned Sub-Divisional AEEs.
4. Checking the login status of the executives, maintaining decorum in the floor, handling break time and Aux period of the all the executives.

5. Monitoring calls, to ensure that the executives shall follow procedures and maintaining quality standards are strictly adhered.

6. Prioritizing CGMs / CEEs, GMs/SEEs, DGMs/EEs, AGMs/AEEs and other officer's queries.

7. Coordinating for formatting and checking periodic reports.

8. Handling cumulative pending complaints of all categories.

9. Quality Check and verification of prepared Daily GIST of paper clippings and daily status of complaint report.

10. Supervision of registered complaints, reading Newspaper, identifying the Energy Department, Electricity and BESCOM related NEWS, preparing GIST of paper clippings.
11. Providing knowledge based training of 'Helpline BESCOM' to executives.
12. Monitoring Facebook, E-mail, Whatsapp and Twitter complaints, BESCOM Mithra, Namma BESCOM, Namma Bangalore, Text chat, Urjamithra etc.

13. Monitoring of calls for Quality Check.
14. Handing over the data, reports and follow up complaints pertains to concerned officers.
15. Handling customer's issues, escalations call/complaints and follow up of the problems/complaints with concerned department officials.
16. Improve quality of Customer Service Experience.
17. Any other works assigned by Team Managers.
18. Any other works assigned by BESCOM Officers/ Staff at Helpline.

xi. The Responsibilities of Team Managers (TM) to be deployed by the successful Bidder shall be as follows;

1. Handling team of executives and Team leaders.
2. Providing Training to Team Leaders/Executives.
3. Handling escalation calls / complaints from Team Leaders and CSE. - **approx. 30-40** Escalation calls/**Shift**
4. Improve customer service experience.
5. Develop service procedures, policies and standards.
6. Keep accurate records of MIS, GIST of paper clippings, and document customer service actions and discussions.
7. Analyze statistics and compile accurate reports.
8. Monitoring of registered complaints, GIST of paper clippings about Energy Department and BESCOM.
9. Maintain an orderly workflow according to priorities.
10. Ensure a safe and harmonious working environment for all Team Members and delegate duties to all Team Members.
11. Take ownership of issues (Uniform Cloths, Transportation, Food and Training) and follow up the problems through resolution.
12. Work in co-ordination with the BESCOM Shift In-Charge to achieve BESCOM goal of Customer Satisfaction.
13. Any other works assigned by BESCOM Officers/ Staff at Helpline.

xii. **Remuneration:** Successful Bidder shall be responsible for the payment of salaries and other benefits, including ESI, PF, etc., and any other statutory liabilities to its staff. BESCOM will not be responsible for non-payment of remunerations to the Bidder's staff personnel under any circumstances.

xiii. **Mode of payment:** The Successful Bidder shall submit monthly invoice on or before 3rd of each succeeding month. The monthly payment inclusive of GST will be paid by BESCOM based on satisfactory service of the service provider and only after certification by AGM (CR), counter signed by GM(CR), payment will be made by AGM (E&S) Section, Corporate Office, BESCOM on or before 5thof each succeeding month, through Account Payee cheque/ Electronic Transfer (RTGS).

xiv. Payments to Customer Supported Executives/Team Leaders/Team Managers must be made by the agency, on or before 5thof every month through Electronic Transfer (RTGS) only without waiting for the Payments from BESCOM and a statement should be furnished along with the bills of the succeeding month.

xv. Under any circumstances, the receipt of payment by the Successful Bidder from BESCOM should not be linked to the payments to be made to their engaged staff, the Successful Bidder has to make the payment to its engaged personnel on or before 5thof every month.

xvi. Salary for manpower and other services will be remain same during the contract period. However, if the minimum wages are increased by the Government during the currency of the contract, then the awarded rates towards the wages will also be proportionately increased.

xvii. **The successful Bidder, shall provide Transportation, Refreshments, and other works / services such as U**niform Cloths including washing allowance, HR activities, Recruitment, Training, Administration, **badges** etc., and other incidental services

xviii. The Successful Bidder shall get registered with the Labor Commission Office which is mandatory. The Successful Bidder shall pay EPF and ESI of its employees directly to the respective State /Central Government authorities. 12% of the employees share and 13.00% of the employer (Successful Bidder) share towards EPF and applicable ESI amount if any be paid directly by the Successful Bidder and paid challans with applicable Certificates shall be furnished for verification to BESCOM along with the bills of succeeding month by the Successful Bidder. Remittance of such amount is wholly the responsibility of the Successful Bidder.

xix. Selected Customer Support Executives/ Team Leaders/ Team Managers shall be issued a laminated I.D. affixing latest photograph with details of Name, EPF & ESI Account numbers, designation, Name of the Successful Bidder, date of appointment, etc. by the Successful Bidder and should be strictly worn by Customer Helpline Executives / Team Leaders/ Team Managers during office / working hours.

xx. The Successful Bidder shall arrange for providing suitable training regularly to all the Customer Support Executives, Team Leaders and Team Managers employed by the Successful Bidder in handling consumer phone calls, public relations, behaviour attitudes,

interpersonal relations etc. The Successful Bidder shall recognize best customer care executive every week/ forth night / month and publicize the same so as to incentivize better performance from them.

xxi. All the Customer Support Executives / Team leaders/ Team Managers shall wear uniforms issued by the Successful Bidder without any extract cost to BESCOM and maintain discipline.

xxii. All benefits as per the Acts noted below shall be provided to the employees by the Successful Bidder only;

a. Minimum Wages Act, 1948
b. Payment of Wages Act, 1936
c. Contract Labour (Regulation and Abolition) Act, 1970
d. Employees PF and Miscellaneous Provision Act, 1952
e. Employees State Insurance Act, 1948
f. Payment of Bonus Act, 1965
g. Workmen's Compensation Act
h. Gratuity Act and related all Labourers Law and Rules pertaining to Labourers.

xxiii. The Successful Bidder should provide transportation facility round the clock for on time arrival of staff and the Refreshments (Snacks/ Meals and food round the clock) to the staff.

xxiv. The per month wages (Basic + VDA) including Employer EPF contribution and GST to be quoted by the Bidder for the Customer Support Executives, Team Leaders and Team Managers shall not be less than Rs. 28,771/-, Rs. 42,466/- and Rs. 48,392/- respectively.

xxv. The successful Bidder while making monthly payment to the staff / employees, shall deduct the applicable employee EPF contribution and professional tax out of the wages and pay the balance amount to the staff / employees and the amount so deducted shall be paid to the concerned departments.

xxvi. The Bidder shall quote the wages and other charges duly considering the charges for the wages (Basic+VDA) including EPF contribution of Employer, Transportation Charges, Refreshments Charges & Other Charges towards Uniform Cloths including washing allowance, HR activities, Recruitment, Training, Administration etc., and other incidental expenses.

xxvii. For every Six Months, the successful Bidder shall provide one set of uniform cloths to each of the out sourced employee at free of cost.

xxviii. The transportation charges and the refreshment charges will not be paid to the buffer staff / leave reserve staff.

xxix. Any of the prevailing reservation policies or introduction of new reservation policies if applicable to this nature of contracts, then such reservation policies shall be implemented by the Successful Bidder.

xxx. The staff engaged by the firm will be the Employees of Contract Agency and at any cost they will not be considered as employees of BESCOM.

xxxi. Any default in compliance, the Contractor shall be held responsible.

xxxii. In case of any accidents, injuries etc to the engaged staff of the agency, compensation shall be payable to the next kith and Kin by the contract agency only and BESCOM is not responsible in any way.

xxxiii. The Contractor will comply with all the provisions regarding licensing, welfare and health, procedures, maintenance of various records and registers etc., as provided under the Contract Labour (Regulation & Abolition) Act 1970 and also under the order issued by the Government of Karnataka there under, and for its non-compliance, the Contractor shall be responsible for penalties levied by the appropriate authority under the Act. The Contractor shall also be liable to comply with all other Labour and Industrial Laws and such other Acts and Statutes (including Factories Act, Payment of Bonus Act, etc.,). Depositing of PF contribution as may be applicable is the responsibility of the Contractor at his own expenses and shall not be reimbursed by the BESCOM. Any default in compliance, the Contractor shall be held responsible.

xxxiv. The BESCOM shall not be liable to pay any allowance, salary or any other amount under any law in force for the staff engaged by the Contractor. The BESCOM shall also be not liable for breach of any Labour Laws or any other Laws for the time being in force. The Contractor shall not be entitled to any other allowances or benefits which are not included in the contract.

xxxv. In case the Successful Bidder, subcontract the tender to other contract agency, such award will be cancelled / rejected by giving 7 days notice. Any loss on account of such acts of BESCOM shall be borne entirely by the Contractor himself.

xxxvi. This contract is for a period of 2 years **from the date of contract order / DWA and based on the satisfactory performance, the same is extendable for another one year at the same terms & conditions of the contract at the discretion of BESCOM**. In case of any unsatisfactory situations, BESCOM has the right to cancel the award / order without giving any notice. Contract Agency and its employees has no right to disclose any Technical secrecy, Commercial secrecy and Social secrecy of BESCOM to others.

xxxvii. The service contract becomes effective from the date of the LOI/DWA/Contract order issued, which shall be valid for a period of Two years. BESCOM shall have right to terminate this contract without any notice or reason, if the service is not satisfactory or any malpractice is noticed.

xxxviii. The Bidder shall agree to BESCOM regulations and shall arrange to effectively carry out the social and other responsibilities. Staff of service provider shall not misbehave with Consumer or BESCOM permanent employees or officers nor shall cause any loss to BESCOM property. For any such lapses the Bidder is solely held responsible.

xxxix. The employees deployed by the Successful Bidder should familiar in speaking, reading, writing in Kannada and English languages.

xl. In case the BESCOM becomes liable to pay any Wages or Dues to the Labour or to any Government Agency under any of the provisions of the Minimum Wages Act, Workmen Compensation Act, Contract Labour (Regulation Abolition) Act or any other Law due to act of omission of the Contractor, the BESCOM may make such Payments and shall recover the same from the Contractor's bills.

xli. The Contractor shall follow and comply with all BESCOM Safety Rules, relevant provisions of applicable Laws pertaining to the Safety of Workmen, Employees, Equipment as may be prescribed from time to

time without any demur, protest or contest or reservation. In case of any discrepancy between Statutory requirement and BESCOM Safety Rules referred above, the later shall be binding on the Contractor unless the Statutory provisions are more stringent

xlii. **DISCIPLINE OF WORKMEN:** The Contractor shall adhere to the disciplinary procedure set by the Engineer in respect of his Employees / staff deployed at Site. The Engineer shall be at liberty to object to the presence of any Representative or Employee / staff of the Contractor at the Site, if in the opinion of the Engineer such Employee / staff has misconduct him self or is incompetent or negligent or otherwise undesirable and then the Contractor shall remove such a Persons objected to and provide in his place a competent replacement.

2.0 Pre bid meeting:

2.1 The interested Bidders may obtain further information from the office of the **General Manager (Elec.), Customer Relation, 4th floor, 2nd Block, Corporate Office, BESCOM, K.R. Circle, Bengaluru - 560 001**. A Pre bid meeting will be held at Conference hall, 3rd Floor, Beluku Bhavana, BESCOM, Corporate office, K.R. Circle, Bengaluru-01 on **03.10.2025 at 10:30 AM**. The purpose of the meeting will be to clarify the exact scope of work, and any issues regarding the bidding documents in general which are raised at that stage. Interested bidders or their representative limited to 2 (two) persons may participate in the said meeting for any clarification before submission of their offers. The bidders are advised to submit their query, if any, signed & Scanned copy to gmcrbescom@gmail.com **OR** gmcr@bescom.co.in , hard copy to The General Manager (Customer Relations), Corporate Office, BESCOM, K. R. Circle, Bengaluru – 560 001, prior to the pre-bid meeting. Queries raised after the Pre-bidding meeting will not be entertained.

2.2 Should there is any discrepancy or obscurity in the meaning of any clauses of the bid document, all such queries need to be sent to GM (Customer Relation) via mail to gmcrbescom@gmail.com **OR** gmcr@bescom.co.in and hard copy to The General Manager (Customer Relation), Corporate Office, BESCOM, K. R. Circle, Bengaluru – 560 001 prior to and during pre-bid meeting. The clarification given in pre bid meeting shall be final, part of the bid document and binding on the Bidder.

2.3 Non-attendance to the pre-bid meeting will not be a cause for disqualification of bidders but at the same time shall not entitle him to raise any query at a later date.

3.0 As stated in Clause 1.0 supra, the Bids are invited and to be submitted through electronic mode i.e., through Karnataka Public Procurement Portal only. The Bid Notification, Bidding Documents along with other details are available on websitehttps://kppp.karnataka.gov.in**.** The Bidders can download the tender documents from the Karnataka Public Procurement Portal (https://kppp.karnataka.gov.in) from **19.09.2025 onwards at free of cost**, last date & time for submission of Bid is **21.10.2025, 16:45 Hrs,** the pre-qualification bid will be opened on **23.10.2025 at 15.45 Hrs** and the technical bid will be opened on or after **10.11.2025 at 13.15 Hrs.** In addition, when submitting bids via the Karnataka Public Procurement Portal, a Karnataka Public Procurement Portal tender processing fee must be paid in the Karnataka Public Procurement Portal https://kppp.karnataka.gov.in**.**

3.1 In case of unforeseen conditions the due date of opening of Bid is declared holiday, the Bid shall be opened on the next working day.

4.0 Tender Processing Fee and Bid Security (Earnest Money Deposit):

4.1 Bids shall be accompanied by Tender Processing Fee, for an amount as mentioned in the Karnataka Public Procurement Portal platform and Bid Security (EMD) for an **amount @ 1% of the amount put to tender i.e., Rs. 50,73,000.00** shall be submitted through any of the e-payment modes mentioned in the Karnataka Public Procurement Portal up to **Rs. 10 lakhs and balance shall be submitted to this office in the form of Bank Guarantee**.

4.2 The EMD Payment up to Rs. 10 Lakhs shall be made through any of the following modes of e-Payment.

- Credit Card/ Debit card
- Net Banking
- NEFT / RTGS
- Over-the-Counter (OTC)
- IMPS

NOTE: - EMD payment at Karnataka Public Procurement Portal is through bank gateway as indicated in the e-portal.

For further clarification, contact E-procurement portal.

Karnataka Public Procurement Portal Help Desk: Phone No: +91-8046010000

+91-8022631200 E-mail: support@ihelpdsk.com**.**

4.3 Balance amount of EMD Rs. 40,73,000.00 is to be provided in the form of Bank Guarantee valid for 45 days beyond the prescribed Period of validity for the Bid including Period of Extension, if any.

4.4 The bidder shall upload the scaned the copy of the Bank Guarantee towards EMD in the slot provided for BG in Karnataka Public Procurement Portal failing which the offer will be rejected in the E-portal.

4.5 ***Also, the Bidders shall ensure that the Bank Guarantee towards EMD shall be sent in original to the General Manager Elec., Customer Relation, 4th Floor, Corporate Office, BESCOM, Bengaluru*** **so as to reach within the due date and time notified for submission of bid through** Karnataka Public Procurement Portal **i.e on or before 21.10.2025, 16:45 Hrs in a sealed cover, failing which the Technical bids submitted through** Karnataka Public Procurement Portal **will not be opened.**

5.0 The following Documents duly signed by authorized Persons shall also be sent to **The General Manager (Elec.), Customer Relation, 3rd Floor, Corporate Office, BESCOM, Bengaluru** within the due date and time notified for submission of the bid **i.e., on or before 21.10.2025, 16:45Hrs** in a sealed cover, failing which their bid will not be opened.

i) Original Bank Guarantee towards EMD
ii) Annexure - I: No deviation Certificate.
iii) Letter of undertaking.
v) Power of attorney, if any in case of registered companies / LLP / Partnership Firm
vi) Any other Agreements/Undertakings specified in the tender.

Note:

a) The Bid Enquiry No. shall be clearly and legibly indicated in the Bank Guarantee.

b) The Bid Enquiry number shall be super scribed on the tender documents system.

5.1 (a) Bids shall be submitted in two parts viz.,
(1) Techno -Commercial Bid and
(2) Price Bid - both on Electronic document Mode.
Manual bids will not be accepted except the documents mentioned in 5.0 above.

(b) Separate document Files have been specifically created for uploading the qualifying documents such as:

i. Certificate of Incorporation issued by Registrar of Companies as per Companies Act 1956/2013 along with Memorandum of Association and Articles of Association of the Company.
ii. Annual filings (E-Forms AOC-4, MGT-7) filed by the Company to Registrar of Companies (Ministry of Corporate Affairs, Government of India) for preceding two Financial Years.
iii. Declaration from Directors of the Company stating that they are not disqualified to be a Director of the Company along with the list of Companies in which they are Directors as on the date of inviting tender(s).
iv. Certificate of Incorporation issued by Registrar of Companies as per LLP Act 2008
v. Limited Liability Partnership Agreement of LLP.
vi. Form 11-Annual Return filed by LLP to Registrar of Companies (Ministry of Corporate Affairs, Government of India) for preceding two Financial Years.
vii. Partnership Deed, GST Registration Certificate.
viii. Shops & Establishment Registration Certificate, as applicable.
ix. PAN/GST Registration Certificate.
x. Registration certificate / License issued by the Commerce & Industries Department / Labour department or any other Government statutory Authority.
xi. EPF, ESI, GST, Labour license and Income Tax Departments (PAN) Certificates / documents
xii. The valid ISO 9001 certificate
xiii. Purchase order/DWA and performance certificate for having minimum 5 years of experience in providing Manpower services to 24x7 Helpline Centre / Call Centre / Control Room to any

Government entities /PSUs / DISCOMs as on date of bid submission.

xiv. The DWA/PO and performance certificate as a prime contractor for having satisfactorily completed at least one similar work of providing Manpower services to 24x7 Helpline Centre / Call Centre / Control Room to any Government entities / PSUs / DISCOMs of value not less than **Rs. 25.00 Crores** during the last 5 years.

xv. The DWA/PO and performance certificate for having provided at least **370** numbers (80% of the total Man Power Requirement of **462** numbers) of Manpower services to 24x7 Helpline Centre / Call Centre / Control Room for any Government entities / PSUs / DISCOMs in any one year, during the FY 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25.

xvi. Certified copies of audited financial statements such as P&L statement, Balance sheets for the FY **2019-20, 2020-21, 2021-22, 2022-23 & 2023 – 24**

xvii. Banker certificate towards the liquid assets of the Bidder as on **30.09.2025** or at a later date before submission of the bid.

xviii. Statements showing the value of existing commitments and on-going works as well as the stipulated period of completion remaining for each of the works

xix. Self-declaration in the prescribed format given in **ANNEXURE - VII** on Non-Judicial stamp paper of Rs. 500/- value towards the declaration of misleading or false representations, poor performance etc.,

xx. Self-declaration in the prescribed format given in **ANNEXURE - VIII** on Non-Judicial stamp paper of Rs. 500/- value towards the declaration of not have been blacklisted or banned or debarred or defaulted etc.,

xxi. Registration certificate issued by the competent authority for a country which shares a land with India

xxii. Self-declaration in the prescribed format given in **ANNEXURE - IX** on Non-Judicial stamp paper of Rs. 500/- value towards the declaration of border sharing or not with India.

xxiii. Power of Attorney in favor individual to sign the tender documents in case of Partnership firm/LL/company registered under companies act.

xxiv. No Deviation Certificate (ANNEXURE-I), Letter of Undertaking (ANNEXURE-V), Bank Guarantee towards balance EMD, techno-commercial sheets, Self-declarations etc.

xxv. Any other required documents as per the qualifying requirements, terms and conditions of the tender.

These Qualifying documents are to be uploaded to the respective files only, IF ANY OF DOCUMENTS ARE UPLOADED TO THE FILE OTHER THAN THE SPECIFIED FILES, SUCH DOCUEMNTS WILL NOT BE CONSIDERERD FOR EVALUATION. If any of the documents are not applicable to a particular Bidder, then such Bidders have to upload a document stating "Not Applicable". The other documents if any which needs to be uploaded by the Bidder for which no specific files have been created to substantiate or to meet the requirements of the Bids, such additional documents may be uploaded in the folder named as "additional documents" in the Karnataka Public Procurement Portal***.***

6.0 Bidders can uploaded the bids on to Karnataka Public Procurement Portal **before 16:45 Hrs of IST on 21.10.2025.**

7.0 The pre-qualification bid will be opened on **23.10.2025 at 15.45 Hrs** and the technical bid will be opened on or after **10.11.2025 at 13.15 Hrs.**

8.0 The Bidders who meet the eligibility criteria and get an overall Technical score of 45 marks or more will be treated as Technically **Responsive** and the Price proposal of those Bidders**,** will be opened at a later date through the Karnataka Public Procurement Portal and no separate intimation will be communicated.

NOTE: The Price Bids of Non - Responsive Bidders will not be opened.

9.0 The Bidders shall provide proof of their credentials in support of their Technical capacity, Financial Strength and Past Experience. All Certificates in connection to the works shall be issued by an officer not below the rank of Executive Engineer/DGM of the concerned utilities duly mentioning the quantum of works, value, place of work, DWA reference, date of

completion / commissioning. All certificates will be authenticated from the issued authority, if required.

10.0 **Bangalore Electricity Supply Company Limited** takes no responsibility for delay, due to any cyber or any other computer related problems or postal delay. Further, BESCOM reserves the right to reject any or all the Bids without assigning any reasons thereof and shall bear no liability whatsoever consequent upon such a decision.

The Bidder is required to ensure browser compatibility of the computer well in advance to the last date and time for receipt of tenders. The department shall not be responsible for non-accessibility of Karnataka Public Procurement Portal due to internet connectivity issues and technical glitches.

11.0 Eligible Bidders:

11.1 Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Owner / Purchaser to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods / services to be purchased under this Invitation of Tenders.

11.2 Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Karnataka.

The BESCOM requires that Bidders/ Suppliers/ Contractors observe the highest standard of ethics during the execution of the contracts.

(a) defines, for the purposes of this provision, the terms set forth as follows:

(i) “corrupt practice” means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution; and

(ii) “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Government, and includes collusive practice

among Bidders (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the Government of the benefits of free and open competition;

(b) will reject a proposal for award if it determines that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

(c) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a Government-financed contract.

11.3 ELIGIBILITY CRITERIA / PRE-QUALIFYING REQUIREMENTS FOR SHORT LISTING: Only those responses meeting the following minimum eligibility criteria / qualification criteria prescribed below will be considered for evaluation of "Technical Proposal" and only the Bidders who get an overall Technical score of 45 marks or more will qualify for opening the financial proposal:

Sl. No	Eligibility Criteria / Pre-Qualifying Requirements	Requisite Documents to be uploaded by the Bidder.
I	**Technical Requirements:**	
1	The Bidder should be in existence as any of the following: (a) Company incorporated in India under the Companies Act, 1956/2013 including any amendment thereto;	1. Certificate of Incorporation issued by Registrar of Companies as per Companies Act 1956/2013 along with Memorandum of Association and Articles of Association of the Company. 2. Annual filings (E-Forms AOC-4, MGT-7) filed by the Company to Registrar of Companies (Ministry of Corporate Affairs, Government of India) for preceding two Financial Years. 3. Declaration from Directors of the Company stating that they are not

Sl. No	Eligibility Criteria / Pre-Qualifying Requirements	Requisite Documents to be uploaded by the Bidder.
		disqualified to be a Director of the Company along with the list of Companies in which they are Directors as on the date of inviting tender(s).
	(b) LLP incorporated in India under the Limited Liability Partnership (LLP) Act, 2008 including any amendment thereto;	1 Certificate of Incorporation issued by Registrar of Companies as per LLP Act 2008. 2 Limited Liability Partnership Agreement of LLP. 3 Form 11-Annual Return filed by LLP to Registrar of Companies (Ministry of Corporate Affairs, Government of India) for preceding two Financial Years.
	(c) i. Partnership Firm under Partnership Act, 1932 in India; ii. Sole Proprietorship Concern	1. Partnership Deed, GST Registration Certificate. 2. Shops & Establishment Registration Certificate, as applicable. 1. PAN/GST Registration Certificate
2	Bidder should be in the 24x7 Helpline Centre / Call Centre / Control Room service business for a period of more than 5 years as on the date of submission of Bid.	Registration certificate / License issued by the Commerce & Industries Department / Labour department or any other Government statutory Authority shall be uploaded.
3	The Bidder must be registered with EPF, ESI, Labour Department, GST, and Income Tax Departments	All Certificates / documents related to registration shall be uploaded.
4	The Bidder must be an ISO 9001 certified Firm / Company for providing BPO services/ Manpower services and certificate must be valid as on the date of submission of Bid.	The valid ISO certificate shall be uploaded.
5	The Bidder should have minimum 5 years of experience in providing Manpower services to 24x7 Helpline Centre / Call Centre / Control Room to any Government entities /PSUs / DISCOMs as on date of bid submission.	Purchase order/DWA and performance certificate shall be uploaded and the details shall be filled in the format enclosed as **Sch-3 (1 of 6)** of Techno-Commercial sheet
6	Bidder as a prime contractor should have satisfactorily completed at least one similar work of providing Manpower services to 24x7 Helpline	Copy of the DWA/PO and performance certificate shall be uploaded and the details shall be filled in the format enclosed as **Sch-3**

Sl. No	Eligibility Criteria / Pre-Qualifying Requirements	Requisite Documents to be uploaded by the Bidder.
	Centre / Call Centre / Control Room to any Government entities / PSUs / DISCOMs of value not less than **Rs. 25.00 Crores** during the last 5 years. **Note:** Updated to the FY in which the tenders are invited. The value of the completed works shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	**(2 of 6)** of Techno-Commercial sheet.
7	Bidder should have provided at least **370** numbers (80% of the total Man Power Requirement of **462** numbers) of Manpower services to 24x7 Helpline Centre / Call Centre / Control Room for any Government entities / PSUs / DISCOMs in any one year, during the FY 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25.	Copy of the DWA/PO and performance certificate shall be uploaded and the details shall be filled in the format enclosed as **Sch-3 (3 of 6)** of Techno-Commercial sheet.
II	**Financial Requirements:**	
8	The **Annual Turnover** of the Bidder in any **two financial years during the previous five financial years i.e., (FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023 – 24**) should not be less than **Rs. 50.00 Crores**. **Note :** The previous years turnover of the Bidder is updated to the FY in which the tenders are invited. Financial turn over of previous years shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	Certified copies of audited financial statements such as P&L statement, Balance sheets for the (**2019-20, 2020-21, 2021-22, 2022-23 & 2023 – 24**) shall be uploaded and the details shall be filled in the format enclosed as **Sch-3 (4 of 6)** of Techno-Commercial sheet.
9	The Liquid assets of the Bidder as on **30.09.2025** or at a later date before submission of the bid consisting of Cash at Bank + Term Deposits + Availability of fund based credit facility in any Nationalized/scheduled Bank should not be lesser than **Rs.**	If the bidder has banking in multiple banks, then available Liquid assets balance mentioned above on a particular date i.e., as on **30.09.2025** or at a later date before submission of the bid should be the same date for all banks.The cash at

Sl. No	Eligibility Criteria / Pre-Qualifying Requirements	Requisite Documents to be uploaded by the Bidder.
	6.34 Crores.	bank, bank deposits and availability of fund based credit facilities shall be supported by a certificate issued by Nationalized/ scheduled Bank shall be uploaded. In case of Fund based credit facility, the certificate issued by the Nationalized/ Scheduled Bank duly mentioning sanctioned limits, funds utilized so far and balance available as on **30.09.2025** or at a later date, before submission of the bid shall be uploaded and the details shall be filled in the format enclosed as **Sch-3 (5 of 6)** of Techno-Commercial sheet.
10	The available tender capacity of the Bidder should be more than the total tender value. The available tender capacity will be calculated as under: **Assessed available tender capacity = (A x N x1.5 - B)** Where, A = Maximum value of works executed in any one year during the last five years ((updated to **FY 2025-26** price level) taking into account the completed as well as works in progress. N = Number of years prescribed for completion of the works for which tenders are invited. B = Value, at **FY-2025-26** price level, of existing commitments and on-going works to be completed during the next 2 years (period of completion of the works for which Tenders are invited)	The bidder shall upload statements showing the value of existing commitments and on-going works as well as the stipulated period of completion remaining for each of the works listed should be countersigned by the Employer in charge, not below the rank of an Executive Engineer or equivalent or by the Chartered Accountant and the details shall be filled in the format enclosed as **Sch-3 (6 of 6)** of Techno-Commercial sheet.
III	**General Requirements:**	
11	As on date of submission of the bid, even though the Tenderers meet the above criteria, they are subject to be	Self-declaration in the prescribed format given in **ANNEXURE - VII** on Non-Judicial stamp paper of Rs. 500/-

Sl. No	Eligibility Criteria / Pre-Qualifying Requirements	Requisite Documents to be uploaded by the Bidder.
	disqualified if they have: i) made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or ii) record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.; and/or iii) participated in the previous Tender for the same work and had quoted unreasonably high tender prices and could not furnish rational justification.	value shall be uploaded.
12	As on date of submission of the bid, the Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices with any of the State government or Central Government or PSU or Municipal agencies in India or Abroad at the time of submission. **OR** As on date of submission of the bid, the Bidder must not have been blacklisted or banned or debarred or defaulted. **OR** As on date of submission of the bid, the Bidder who's work orders have been short closed due to non-performance or who's LOA is withdrawn by the owner due to inefficiency of the bidder in performing or implementing assigned project in technically/financially are not eligible to participate in this bid.	Self-Declaration on Non-Judicial stamp paper of Rs. 500/- value, duly notarized as per the format given in **ANNEXURE - VIII** shall be uploaded. **Note**: The bidder shall declare that the information furnished by them is true and correct. If BESCOM found that any misleading information and/or suppressing of the facts by the bidders, BESCOM shall reject the bid and such bidder will be black listed including initiation of legal/criminal proceeding. The decision of the BESCOM shall be final in this regard.
13	Any Bidder from a country which shares a land with India will be eligible to bid in this tender only if the Bidder is registered with the Competent Authority. "**For details Please Refer Note 1 in the tender document**"	Registration certificate issued by the competent authority shall be uploaded.
14	A certificate for having read the	Self-declaration in the prescribed

Sl. No	Eligibility Criteria / Pre-Qualifying Requirements	Requisite Documents to be uploaded by the Bidder.
	clauses is required to be submitted/uploaded by the tenderer separately in the following format: I have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; I certify that this Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this Bidder fulfils all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.) **Note:** **Procurement of Spare parts and other essential service support like Annual Maintenance Contract (AMC)/ Comprehensive Maintenance Contract (CMC), including consumables for closed systems from Original Equipment Manufacturers (OEM's) or their Authorized agents, shall be exempted from the requirement of registration as mandated under Government Order No: FD 455 Exp-12 2020 dated.25.08.2020.** "**For details Please Refer Note 1 in the tender document**"	format / certificate given in **ANNEXURE - IX** on Non-Judicial stamp paper of Rs. 500/- value shall be uploaded.

Note 1:

As per the Government Order No. : FD 455 Exp-12 2020 dated.25.08.2020, FD 455 Exp-12 2020 dated. 10.03.2021 & : FD 455 Exp-12 2020 dated.29.03.2021-clarification to the Sl. No.10 & 11 above are as follows:

"Bidder (including the term tenderer', Consultant or service provider in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several

persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" for the purpose of this Order means:-

a. An entity incorporated, established or registered in such a country; or

b. A subsidiary of an entity incorporated, established or registered in such a country; or

c. An entity substantially controlled through entities incorporated, established or registered in such a country; or

d. An entity whose beneficial owner is situated in such a country; or

e. An Indian (or other) agent of such an entity; or

f. A natural person who is a citizen of such a country; or

g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.

I. The beneficial owner for the purpose of above clause will be as under:

(i) In case of a company or Limited Liability Partnership, the beneficial owner is the natural person (s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation-

a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five percent of shares or capital or profits of the company;
b. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;

(ii) In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

(iii) In case of an un-incorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits

of such association or body of individuals;
(iv) Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
(v) In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
IN CASES WHERE SUB CONTRACTING IS PROVIDED: A certificate is required to be submitted/ uploaded by the Tenderer in respect on sub-contracting separately in the following format: “I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)”
As per circular FD 455 Exp-12 2020 dated. 10.03.2021 : A Bidder is permitted to procure the raw materials, components, sub-assemblies etc from the vendor from countries which shares land border with India. Such vendor will not be required to be registered with the Competent authority, as this is not regarded as sub-contracting. However incase a Bidder has proposed to supply finished goods procured directly / indirectly from the vendors from the countries sharing land border with India, such venders will be required to be registered with Competent authority.
As per circular FD 455 Exp-12 2020 dated.29.03.2021 Procurement of Spare parts and other essential service support like Annual Maintenance Contract (AMC)/ Comprehensive Maintenance Contract (CMC), including consumables for closed systems from Original Equipment Manufacturers (OEM's) or their Authorized agents, shall be exempted from the requirement of registration as mandated under Government Order No: FD 455 Exp-12

2020 dated.25.08.2020.

11.4 Technical Evaluation Criteria;

(i) BESCOM shall evaluate the "Technical Proposal" only for the bidders who meet the pre-qualifications requirements / eligibility criteria.

(ii) Each Technical Proposal will be assigned a technical score out of a maximum of 100 marks. Only the bidders who get an overall Technical score of 45 marks or more will qualify for short listing / selection for opening the financial proposal. Failing to secure minimum marks shall lead to rejection of the Bid and the Bidder.

(iii) Technical Evaluation of Bids / Technical Score:

Weightage based Evaluation Criteria for Short listing based on Quality cum Cost Based System (QCBS).

Sl. No	Description	Marks	Minimum Marks	Maximum Marks
1	**Experience:** a) Minimum 5 years of experience in providing Manpower services to 24x7 Helpline centre /Call Centre / Control Room to any Government entities / PSUs / DISCOMs as on date of bid submission.	Meeting the Minimum Requirement – 10Marks For every 1 year over and above 5 years – 1 Mark upto 5 Marks	10	15
	b) Minimum 5 years of experience in providing Manpower services to 24x7 Helpline centre /Call Centre / Control Room to any Government entities / PSUs / DISCOMs as on date of bid submission	Meeting the Minimum Requirement in any Government entities / PSUs – 5Marks Meeting the Minimum Requirement in any DISCOMs – 10Marks Meeting the Minimum	5	15

		Requirement in any ESCOMs of Karnataka – 15Marks		
2	**Past Performance:** **a)** Bidder as a prime contractor should have satisfactorily completed at least one similar work of providing Manpower services to 24x7 Helpline centre /Call Centre / Control Room to any Government entities / PSUs / DISCOMs of value not less than **Rs. 25.00 Crores** during the last 5 years. **Note:** Updated to the FY in which the tenders are invited. The value of the completed works shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	Meeting the Minimum Requirement – 10Marks For every 5 Crores value of work completed over and above 25.00 Crores – 1 Mark upto 5 Marks	10	15
	b) Bidder should have provided at least **370** numbers (80% of the total Man Power Requirement of **462** numbers) of Manpower services to 24x7 Helpline Centre /Call Centre service for any Government entities / PSUs / DISCOMs in any one year, during the FY 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25.	Meeting the Minimum Requirement – 10Marks Meeting the Minimum Requirement in at least two years – 15Marks	10	15
3	**Financial:** The aggregate of highest Annual Turnover of the Bidder in any two financial years during the previous five	Meeting the Minimum Requirement – 10Marks For every Rs. 5	10	20

	financial years i.e., (FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023 – 24) should not be less than **Rs. 100.00 Crores.** **Note :** The previous years turnover of the Bidder is updated to the FY in which the tenders are invited. Financial turn over of previous years shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	Crores aggregate of highest Annual turnover of any two financial years during the previous 5 FY over and above the 100 Crores – 2 Marks upto 10 Marks		
4.	Detailed description of the Methodology and work plan for performing the Assignment (Bidders may asked to make a presentation on the above on any day, after opening of the technical bid at the Office of the General Manager, Customer Relation, BESCOM, Corporate Office, Bengaluru	As evaluated by the committee: Minimum – 0Marks, Maximum – 20Marks 1. Understanding the 1912 Helpline / Control Room. 2. Team Strength and deliverables of proposed Manpower deployment. 3. Roll out plan and timeline. 4. Training and Quality Control. 5. Adherence to terms of Contract, Monitoring and Compliance. 6. Transportation and Refreshment deliverables. 7. Other deliverables such as uniform cloths, recruitment, payment etc.	0	20
		Total Marks	**45**	**100**

12.0 General Conditions:

i) Notwithstanding the above, if it is found that the performance vis-à-vis the Purchase Orders/ Contract orders placed on the Bidder by any Purchaser, is either behind schedule or not satisfactory, **BESCOM** will be at liberty to disqualify the Bidder and reject its bid at any stage of processing the bid.

ii) In the event of the information furnished by the Bidder found to be false at any stage of tendering, BESCOM at its discretion may take action against such Bidders and may forfeit the bid security, disqualify the offer of such Bidder and blacklist the firm.

iii) In the event of the information furnished by Bidder is found to be false during the execution stage, then the BESCOM at its liberty to cancel the awarded contract, forfeit the Bank Guarantee furnished against the performance of the contract, Black list the Firm, besides initiating action for recovery of excess money paid by BESCOM if any after getting the services executed from other contractors, levy the liquidated damages etc.,.

iv) The Bidders shall offer full quantity and for the entire contract period of the tendered service. Tenders with offered quantities less than the tendered quantity / contract period will be liable for rejection.

v) Quantities/Contract Period noted above are provisional and subject to change as per provisions of KTPP Act.

vi) **BESCOM** reserves the right to cancel or withdraw or modify the bid without assigning any reason for such decision. Such decision will not incur any liability whatsoever on the part of **BESCOM** consequently.

vii) Conditional offers are liable for rejection.

viii) BESCOM will not be responsible for not getting internet connection while downloading the Electronic Bid sheets/documents or while uploading their offers.

ix) The tender not submitted through the Karnataka Public Procurement Portal and also non-submission of EMD is liable to be rejected.

x) Any bid submitted in response to the tender shall confirm absolutely to the tender specifications and conditions. Any deviation whatsoever wherever mentioned will make the bid liable for rejection.

xi) **BESCOM** reserves the right to disqualify the bid if the deviation mentioned by the Bidder is not acceptable to **BESCOM.**

xii) **BESCOM** reserves the right to call for the originals of documents uploaded as a proof of pre-qualifying requirements, of the successful L1 Bidder, for the purpose of verification before awarding the contract.

xiii) After awarding the contract to the agency, if the related documents furnished found to be incorrect or false or fake, such agencies orders will be cancelled without any notice, apart from initiating legal action.

xiv) The person/firm who is having criminal background or insolvent is not eligible to participate in the tender.

xv) The Bidder should have paid the EPF and ESI contribution within the due date to the respective departments and shall submit the ECR and challans of past two years i.e. 2023-24 and 2024-25, failure to comply this condition will lead to liable for rejection of Bid.

xvi) It may be noted that incomplete and vague offers are liable to be rejected without any further reference.

xvii) Penalty, ESI, EPF, Insurance, Validity and Security Deposit are as enumerated in the Bid documents.

xviii) Bidder shall give clear acceptance to all our clauses of the enquiry failing which it will be presumed that they have agreed to all our terms of enquiry.

xix) Any bid submitted in response to the tender shall conform absolutely to the tender specifications and other conditions. Any

deviation whatsoever wherever mentioned will make the bid liable for rejection.

xx) The BESCOM reserves the right to accept or reject any or all the Bid without assigning any reason whatsoever.

xxi) The final acceptance of the Bid will rest with BESCOM, Bengaluru.

xxii) The Bidder shall have to be an entity registered in India in accordance with law.

xxiii) The Bid in the language as prescribed by BESCOM.

xxiv) The Bidder shall follow Indian laws regulations and standards.

xxv) The Tender fee and the Bank Guarantee shall be in Indian Rupees only.

xxvi) Tendering by the agent shall not be accepted.

xxvii) All disputes shall be settled as per applicable Indian laws and shall be instituted in Bengaluru only.

xxviii) The Bidder shall indicate any deviations to terms & conditions if any. Otherwise it will be presumed that, the Bidder has accepted terms & conditions of the tender.

xxix) The offers shall be in General conformity with the specifications. Any Technical/Commercial Deviations from the specifications shall be clearly brought out in the techno commercial of the offer. If deviation certificate is left unfilled, it will be treated as there are no deviations and the contractor has accepted the tender conditions

xxx) Details of Payments Receipts shall be uploaded towards payment of Professional Tax, EPF, ESI and Services taxes. EPF, ESI charges will be taken into account as per Government Orders.

xxxi) The Tenderer should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this contract.

13.0 CONTRACT PERIOD:

The Contract is for a period of TWO years from the date of Detailed Work Award / Contract order. The Contract may be extended at the discretion of BESCOM on the same terms & conditions of the contract for a further period of another one year based on the performance of the agency on mutually agreed terms and conditions, if BESCOM desires so. In case of any unsatisfactory performance, BESCOM has the right to cancel the award / order without giving any notice.

14.0 Before Bidding for the above tender, the Bidder shall fully familiarize himself with the site conditions / existing helpline centre / control room and general arrangements, etc. though the BESCOM shall endeavour to provide the information, it shall not be binding for BESCOM to provide the same. The Bidders are advised to visit the Site / Helpline Centre / Control Rooms and acquaint themselves with the Topography, infrastructure, working conditions, etc. The Bidders shall be fully responsible for providing Services specified in their Scope or otherwise which are required to complete the services all respects in this Tender. Non- familiarity with the site / field conditions will not be considered for extra Claims and for not carrying out the services in strict conformity with scope specified in the tender.

15.0 Notwithstanding anything stated above or elsewhere in the Tender specifications, BESCOM reserves right to assess the Capability/ suitability of the Bidder to perform the overall Contract should the circumstances warrant such assessment in the overall interest of BESCOM.

16.0 BESCOM reserves the right to cancel or withdraw the bid at any juncture without assigning any reason for such decision. Such decision will not incur any liability whatsoever on the part of BESCOM consequently.

Sd/-
General Manager (Elec.),
Customer Relation, BESCOM

“END OF SECTION –I: IFB”